Panasonic

Installation/Troubleshooting

Network Camera

Model No. BL-C10

How to Use This Documentation

The camera includes the following 4 manual types.

- **Installation/Troubleshooting (This manual)**

  This manual has important information you will need to understand before installing the camera and troubleshooting tips.

- **Getting Started**

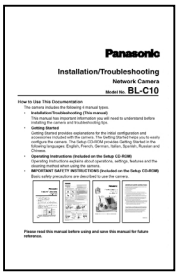
  Getting Started provides explanations for the initial configuration and accessories included with the camera. The Getting Started helps you to easily configure the camera. The Setup CD-ROM provides Getting Started in the following languages: English, French, German, Italian, Spanish, Russian and Chinese.

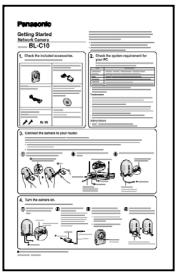
- **Operating Instructions (Included on the Setup CD-ROM)**

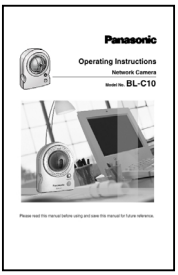
  Operating Instructions explains about operations, settings, features and the cleaning method when using the camera.

- **IMPORTANT SAFETY INSTRUCTIONS (Included on the Setup CD-ROM)**

  Basic safety precautions are described to use the camera.







Please read this manual before using and save this manual for future reference.

Abbreviations

- UPnP is the abbreviation for Universal Plug and Play.
- "Network Camera" is called "Camera" in this Installation/Troubleshooting.

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Table of Contents

1 Before Using 4

1.1 IMPORTANT SAFETY INSTRUCTIONS 4
1.1.1 User Name and Password Protection 6
1.1.2 Video Recording Notice 6
1.2 Camera Feature Locations 7
1.2.1 Front View 7
1.2.2 Bottom View 8
1.2.3 Rear View 9
1.3 Viewnetcam.com Service 10
1.4 Connecting the Camera to a Router Supporting UPnP™ 11
1.5 Connecting the Camera to a Router Not Supporting UPnP™ 12
1.6 Setting Up the Camera Using the MAC Address on the Setup Program 13

2 Troubleshooting 16

2.1 About Indicator Display 16
2.2 About Camera Setup 17
2.3 About Camera Image and Page Display 20
2.4 About Privacy Mode 25
2.5 About Pyroelectric Infrared Sensor 26
2.6 About Operation Bar 28
2.7 About Image Buffer/Transfer 29
2.8 About Other Features 30

1 Before Using

1.1 IMPORTANT SAFETY INSTRUCTIONS

When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read and understand all instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. After taking away the dust on the lens, wipe the lens with a cotton bud.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
7. Protect the power cord and AC cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the unit.
8. The AC cord is used as the main disconnect device, ensure that the socket-outlet is located/installed near the equipment and is easily accessible.
9. Do not touch the unit or the power cord and AC cord during lightning storms.
10. Unplug the unit when unused for long periods of time.
11. Refer all servicing to qualified service personnel. Servicing is required when the unit has been damaged in any way, such as the power cord, AC cord or plug is damaged, the unit does not operate normally, or has been dropped.
12. The camera is intended for indoor use only. Prolonged exposure to direct sunlight or halogen light may damage CMOS sensor.

SAVE THESE INSTRUCTIONS

Network Camera Memo

Attach your purchase receipt here.

For your future reference

Date of purchase

Serial Number
(Found on the rear side of the main unit)

MAC Address
(Found beside the Ethernet port of the main unit)

Name and address of dealer

1.1.1 User Name and Password Protection

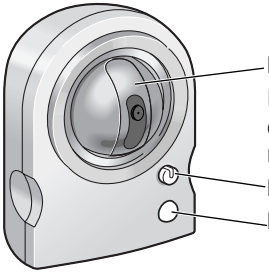
The use of a unique User Name and secret Password is an important tool that will help limit unauthorized individuals from accessing the camera. If you choose to disable this tool, and choose not to limit access by use of a User Name and Password, this may result in access to the camera by unauthorized individuals. (see page 42 of the Operating Instructions in the Setup CD-ROM)

1.1.2 Video Recording Notice

PLEASE NOTE that under certain circumstances, video recording may be PROHIBITED by law. This device should be used only in compliance with all applicable federal, state and local statutes.

1.2 Camera Feature Locations

1.2.1 Front View



Pan/Tilt Part

Do not apply pressure to the pan/tilt portion of the camera. Any forced movement can damage the internal mechanism.

Indicator/Privacy Button

Pyroelectric Infrared Sensor (see Getting Started)

Privacy Button

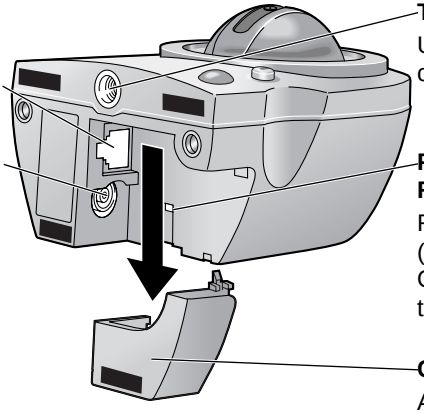
To temporarily deactivate the camera, press the privacy button. Once pressed, the button changes from green to red. The video will be temporarily turned off, camera features become unresponsive and the viewed image turns to a gray screen. To return to normal operation, press the privacy button again. It should turn green within a few seconds. To restore video, click [Refresh] on the web browser. Privacy mode can also be controlled from mobile phones or PCs (see page 25 or page 73 of the Operating Instructions in the Setup CD-ROM).

Indicator Display

Power on	Not on the LAN	Orange → Orange blinking
	On the LAN	Orange → Orange and green blinking → Green
Normal Operation*1		Green
Automatic Setup	Setting	Green blinking
	Finished setting	Green
Using DHCP	Getting IP address*2	Orange blinking → Green blinking
	Got IP address	Green
Updating Firmware		Orange blinking
Pressing FACTORY DEFAULT RESET button		Orange blinking → Turning off (The camera restarts about 1 minute later.)
UPnP™ Failure*3		Orange blinking (About a 2-second interval)
In Privacy Mode		Red
Internal Failure		Red blinking

*1 The indicator turns orange if the camera is not connected to the LAN.
*2 The indicator blinks orange if the camera is not connected to the LAN.
*3 When the sensor is active, the interval between blinks may increase.

1.2.2 Bottom View



Ethernet® (LAN) port

DC IN jack

Tripod Mounting Hole

Used when installing the camera on a tripod.

FACTORY DEFAULT RESET Button

Resets settings to default (see page 84 of the Operating Instructions in the Setup CD-ROM).

Cable Cover

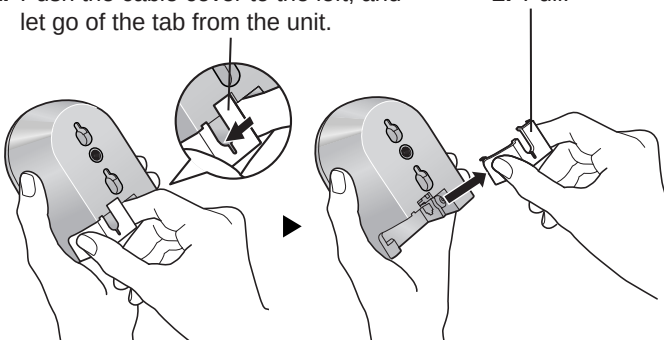
After the Ethernet cable and AC adaptor are connected, fit the cable cover to the camera.

How to Remove the Cable Cover

Push the cable cover to the left, let go of the tab from the unit, and pull it.

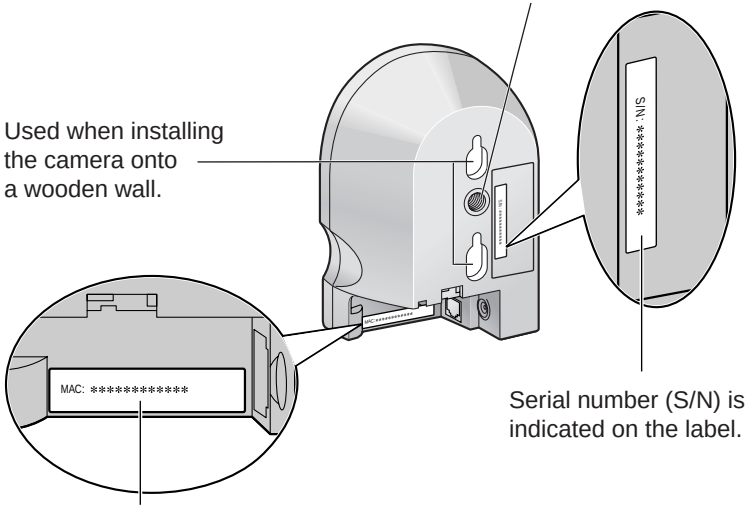
1. Push the cable cover to the left, and let go of the tab from the unit.

2. Pull.



1.2.3 Rear View

Stand Mounting Hole
Used when installing the camera onto a wooden wall with a stand.


Used when installing the camera onto a wooden wall.
S/N: **********
MAC: **********
Serial number (S/N) is indicated on the label.
The MAC address is indicated on the label.

Note

If the ceiling is made of wood, the camera can be installed on the ceiling. See Panasonic Network Camera support website at **http://panasonic.co.jp/pcc/products/en/netwkcam/** for details.

1.3 Viewnetcam.com Service

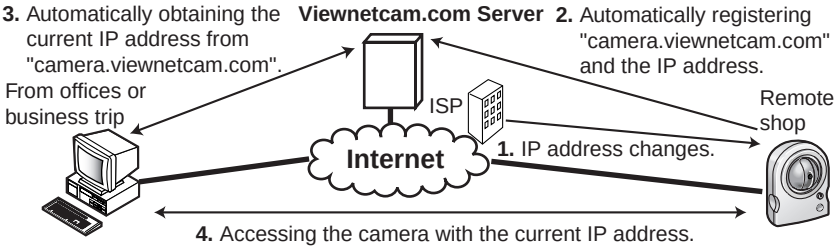
Viewnetcam.com is our unique service using dynamic DNS to view the image from Panasonic Network Cameras. Since most ISPs switches a global IP address regularly (a dynamic global IP address) instead of using a static one, the camera cannot be accessed with the previous assigned IP address. In this case, one of the following services is required to access the camera from the Internet.

- Domain Name Service such as Viewnetcam.com

  The camera can be accessed with a static domain name (e.g. camera.viewnetcam.com), even if your ISP offers a dynamic global IP address.
- Static IP Address Service offered by your ISP

  The camera can be accessed with a static global IP address.

How the Viewnetcam.com service works


3. Automatically obtaining the current IP address from "camera.viewnetcam.com".
From offices or business trip
Viewnetcam.com Server
2. Automatically registering "camera.viewnetcam.com" and the IP address.
ISP
Remote shop
Internet
1. IP address changes.
4. Accessing the camera with the current IP address.

1. Your ISP assigns a global IP address dynamically to a router or a camera. The IP address changes regularly. If you view the camera from the Internet, the global IP address is required.
2. If you register with the Viewnetcam.com service, a unique domain name is assigned to the camera. The camera automatically send your global IP address to the Viewnetcam.com server, and the Viewnetcam.com server manages Internet access comparing your registered domain name with a global IP address.
3. The Viewnetcam.com server looks up the global IP address that matches to your domain name, and automatically finds your camera.
4. You can access the camera with your domain name without considering the dynamic global IP address.

Notes

- Ask your ISP about what type of IP address you are using.
- Some ISPs assign you a private IP address. In this case, you cannot use the Viewnetcam.com service. Ask you ISP about what type of IP address you are using.

- If the camera is using a port number other than 80, the port number must be specified at the end of the Viewnetcam URL. For example:
  Using port 80: **http:///(Cameraname).viewnetcam.com**
  Using any other port: **http:///(Cameraname).viewnetcam.com:Port Number**

1.4 Connecting the Camera to a Router Supporting UPnP™

To allow access from the Internet with a router supporting UPnP™, follow the procedures shown in the Getting Started.

Notes

- In some routers, the UPnP™ feature is disabled by default. Enable your router's UPnP™ feature following the router manual before you set up the camera. See the PanasonicNetwork Camera support website at **http://panasonic.co.jp/pcc/products/en/netwkcam/technic/rtr_setup/** for details.
- If the maximum idle time is set in PPPoE or PPTP connection with your ISP, disable it on the router. See the router manual for details.

1.5 Connecting the Camera to a Router Not Supporting UPnP™

To allow access from the Internet with a router not supporting UPnP™, follow the procedures below.

1. Select [Static] on the Network page.

(1) Access the camera (see page 8 of the Operating Instructions in the Setup CD-ROM).
(2) Click [Setup] tab at the top of the page.
(3) Select [Static] on the Network page.
- The Static IP Address Configuration page is displayed. Make a note of the IP address and port number, since they are required to enable port forwarding on the router.

(4) Click [Save] without changing the settings.
(5) Click [Restart].

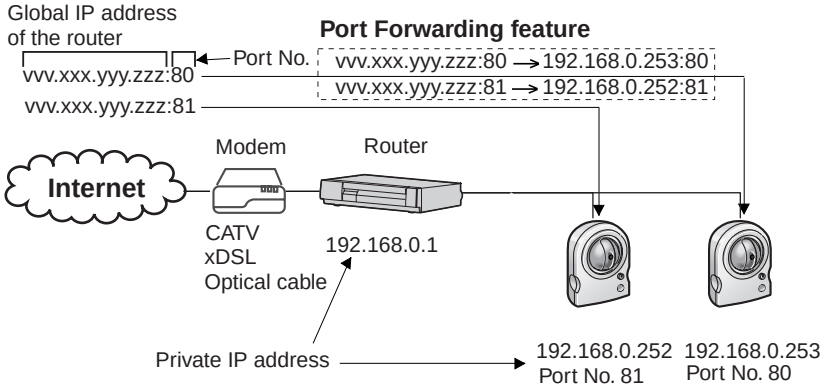
2. Enable port forwarding on the router.

Using the IP address and port number note written on step 1-(3), enable port forwarding on the router. See the router manual for how to enable port forwarding.

3. Register with the Viewnetcam.com service.

Port Forwarding feature[*1]

The port forwarding feature is required to allow access from the Internet with a router not supporting UPnP™. It exchanges a private IP address to a global one. Each camera must be assigned a unique port number.

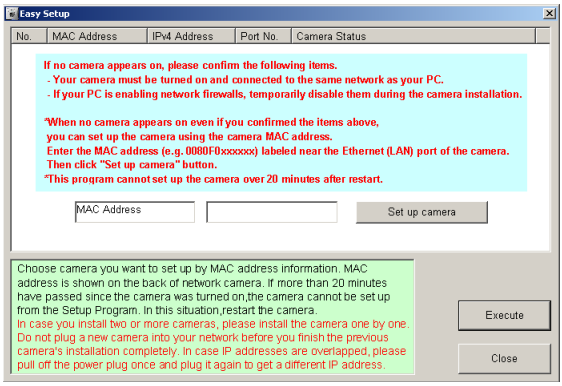


[*1] "Port forwarding" may be called "Address translation", "Static IP Masquerade", "Virtual server" or "Port mapping" in other products.

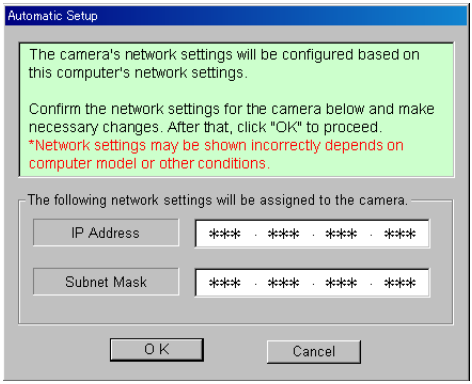
1.6 Setting Up the Camera Using the MAC Address on the Setup Program

The Setup Program may not list any cameras due to your firewall or antivirus software settings on your PC. If you cannot disable your firewall or antivirus software, you can set up the camera using the camera MAC address as shown below.

1. Enter the camera MAC address in the data field, and click [Set up camera].

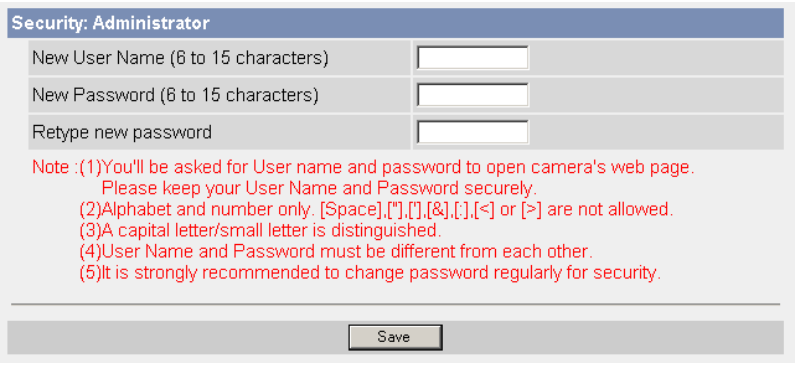

Easy Setup
No.
MAC Address
IPv4 Address
Port No.
Camera Status
If no camera appears on, please confirm the following items.
- Your camera must be turned on and connected to the same network as your PC.
- If your PC is enabling network firewalls, temporarily disable them during the camera installation.
*When no camera appears on even if you confirmed the items above,
you can set up the camera using the camera MAC address.
Enter the MAC address (e.g. 0080F0xxxxxx) labeled near the Ethernet (LAN) port of the camera.
Then click "Set up camera" button.
*This program cannot set up the camera over 20 minutes after restart.
MAC Address
Set up camera
Choose camera you want to set up by MAC address information. MAC address is shown on the back of network camera. If more than 20 minutes have passed since the camera was turned on,the camera cannot be set up from the Setup Program. In this situation,restart the camera.
In case you install two or more cameras, please install the camera one by one. Do not plug a new camera into your network before you finish the previous camera's installation completely. In case IP addresses are overlapped, please pull off the power plug once and plug it again to get a different IP address.
Execute
Close

2. After confirming the network settings, click [OK].

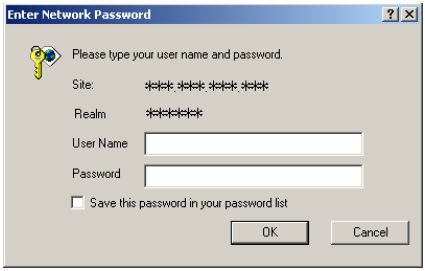

Automatic Setup
The camera's network settings will be configured based on this computer's network settings.
Confirm the network settings for the camera below and make necessary changes. After that, click "OK" to proceed.
*Network settings may be shown incorrectly depends on computer model or other conditions.
The following network settings will be assigned to the camera.
IP Address
*** . *** . *** . ***
Subnet Mask
*** . *** . *** . ***
OK
Cancel

- After about a minute, the Security: Administrator page is displayed.

3. Enter the user name and password, and click [Save].

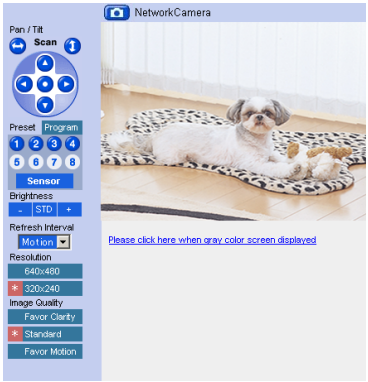

Security: Administrator
New User Name (6 to 15 characters)
New Password (6 to 15 characters)
Retype new password
Note :(1)You'll be asked for User name and password to open camera's web page.
Please keep your User Name and Password securely.
(2)Alphabet and number only. [Space],["],['],[&],[:],[<] or [>] are not allowed.
(3)A capital letter/small letter is distinguished.
(4)User Name and Password must be different from each other.
(5)It is strongly recommended to change password regularly for security.
Save

4. The Enter Network Password window is displayed. Enter the user name and password that were set, and click [OK].



5. When the Single Camera page is displayed, the setup is completed.

- If Security Warning window is displayed to install ActiveX® Controls, click [Yes].



Notes

- See page 8 of the Operating Instructions in the Setup CD-ROM for the Single Camera page.
- If you enable the Internet access to the camera, follow the procedures below.

1. Display the Network page (see page 29 of the Operating Instructions in the Setup CD-ROM), and click [Static]. Then, set the unused port number (80, 50000—50050) to the camera on the Static IP Address Configuration page.
2. Enable the Auto Port Forwarding feature on the UPnP page (see page 33 of the Operating Instructions in the Setup CD-ROM).
3. Register with the Viewnetcam.com service on the Viewnetcam.com page (see page 34 of the Operating Instructions in the Setup CD-ROM).

2 Troubleshooting

The Panasonic Network Camera support website "http://panasonic.co.jp/pcc/products/en/netwkcam/" includes various technical information other than the contents in this troubleshooting section. Access it if problems occur.

2.1 About Indicator Display

Problem	Cause and Remedy
Indicator lights or blinks orange.	• Ethernet cable is not connected properly. → Connect the Ethernet cable properly. • PC, Ethernet hub or router is not working. → Confirm that PC, Ethernet hub and router is working.
Indicator continues blinking orange.	• Indicator blinks orange when updating firmware. → If you access the camera on the web browser, Update Firmware page will be displayed. Update the firmware following the procedure (see page 76 of the Operating Instructions in the Setup CD-ROM). If you fail to update the firmware, see page 30.
Indicator continues blinking orange (2-second interval).	• The router on your network is turned off. → Turn the router on, and wait for a while until the ADSL line is connected. • An error occurs in UPnP™ port forwarding. → Set up the camera again in [Automatic Setup] by the Setup Program following the Getting Started.
Indicator continues blinking green.	• The camera did not get its IP address from the DHCP server. → When setting [Automatic Setup] or [DHCP Setup], the camera may not get its IP address due to network failures. Ask your ISP or network administrator for more information.
Indicator does not light up.	• Indicator display is disabled. → Check if the indicator control is disabled (see page 72 of the Operating Instructions in the Setup CD-ROM). • Confirm that the standard AC adaptor PQLV202 (Order No. PQLV202X) is being used.

Problem	Cause and Remedy
Indicator continues blinking red.	• The camera may be malfunctioning. → If you cannot access the camera, the camera may be malfunctioning. Call our customer call center.
Indicator lights red.	• The camera is in privacy mode. → To disable the privacy mode, press the privacy button (see page 7) on the front of the camera or click [Disable] accessing and logging in to the camera as an administrator.

2.2 About Camera Setup

Problem	Cause and Remedy
Automatic Setup fails using Setup Program.	• More than 20 minutes have passed, after turning the camera on. → Disconnect the plug of the AC cord from the outlet, and reconnect it again. Set up the camera again following the Getting Started. • Multiple camera IP addresses are overlapping. → If you install multiple cameras, turn the camera on one by one.
Viewnetcam.com registration fails using Setup Program.	• Your PC is not connected to the Internet through the router. → Configure the router for the Internet connection from your PC following the router manual. And register with the Viewnetcam.com service. • If you do not receive an E-mail from the Viewnetcam.com service, your registered E-mail address may be incorrect. → Register your correct E-mail address again at the Viewnetcam.com website at "**http://www.viewnetcam.com**". • After you registered with the Viewnetcam.com service, "Expired" is displayed at the Personal (Camera) URL on the Viewnetcam.com page or at the Camera URL in the DDNS on the Status page. → Restart the camera, and confirm that your registered URL is displayed on their pages.

Problem	Cause and Remedy
Setup Program does not list any cameras.	• Your firewall or antivirus software is blocking the connection. → To avoid any possible problems, temporarily disable any firewall or antivirus software, and set up the camera again. If you cannot disable your firewall or antivirus software, you can set up the camera using the MAC address (see page 13). • The camera is connected over a different network. → Set up the camera from a PC under the same router. • Confirm that an IP address is assigned to your PC. → If the IP address is not assigned to your PC, assign it to your PC (see page 94 of the Operating Instructions in the Setup CD-ROM).
Setup Program fails to complete successfully.	• Network problems may occur during setup. → Confirm that your network is working. Disconnect the plug of the AC cord from the outlet, and reconnect it again. Then set up the camera again following the Getting Started. • More than 20 minutes have passed, after turning the camera on. → Disconnect the plug of the AC cord from the outlet, and reconnect it again. Set up the camera again following the Getting Started. • Administrator page is displayed, and the setup cannot be completed. → Press the FACTORY DEFAULT RESET button to reset the camera to default. Set up the camera again. Until the setup is completed, do not press the privacy button on the front of the camera.

Problem	Cause and Remedy
UPnP™ port forwarding setup fails.	• UPnP™ is disabled on the router. → Enable UPnP™ on the router following the router manual. • The camera is turned on before the router is turned on. → Turn the router on first, and then turn the camera on. • The default gateway is not set, or the settings are wrong. → Set the default gateway correctly (see page 29 of the Operating Instructions in the Setup CD-ROM). • The router does not support UPnP™. → Enable port forwarding on your router following the router manual.
The camera IP address and port number have been forgotten.	• Clicking [Camera Setup] on the Setup Program displays the camera list. The camera list shows the MAC address labeled beside the Ethernet (LAN) port. The camera IP address and port number are shown next to the MAC address.
The password has been forgotten.	• Press the FACTORY DEFAULT RESET button to reset the camera to default. Set up the camera again.
"The camera fails to get network information from the DHCP server." is displayed.	• The hub is not connected to the router. → Connect the hub to the router or connect the camera directly to the router, disconnect the plug of the AC cord from the outlet, and then reconnect it again. • The DHCP server is not functioning on the router. → Enable the DHCP server function following the router manual.
Error is displayed on the camera status by the Setup Program.	• The Setup Program causes the error message. → Disconnect the plug of the AC cord of the camera from the outlet, and reconnect it again.

2.3 About Camera Image and Page Display

<table>
<tr><th>Problem</th><th>Cause and Remedy</th></tr>
<tr><td>The Top page is not displayed.</td><td>
• The camera IP address has changed.
→ Enter the new IP address in the address bar of the web browser.
• Wrong IP address class is assigned to the camera.
→ IP addresses of the PC and the camera must be in the same private IP address class. Set the IP address correctly (see page 94 of the Operating Instructions in the Setup CD-ROM).
• The network is congested.
→ Pages may not be displayed immediately. Wait for a while.
• The web browser is accessing the proxy server.
→ Set the web browser to access the Internet directly (see page 98 of the Operating Instructions in the Setup CD-ROM).
• The camera is malfunctioning.
• The connection type is wrong (see page 32 of the Operating Instructions in the Setup CD-ROM).
→ If the camera is not connected to the network in the [Auto Negotiation] setting, set up the camera and the router seeing the following table.
<table>
<tr><th colspan="2">Network Camera / Router or hub</th><th>Auto Negotiation</th><th colspan="2">100Base-TX</th><th colspan="2">10Base-TX</th></tr>
<tr><th colspan="2"></th><th></th><th>Full Duplex</th><th>Half Duplex</th><th>Full Duplex</th><th>Half Duplex</th></tr>
<tr><td colspan="2">Auto Negotiation</td><td>✔</td><td>—</td><td>✔</td><td>—</td><td>✔</td></tr>
<tr><td rowspan="2">100Base-TX</td><td>Full Duplex</td><td>—</td><td>✔</td><td>—</td><td>—</td><td>—</td></tr>
<tr><td>Half Duplex</td><td>✔</td><td>—</td><td>✔</td><td>—</td><td>—</td></tr>
<tr><td rowspan="2">10Base-T</td><td>Full Duplex</td><td>—</td><td>—</td><td>—</td><td>✔</td><td>—</td></tr>
<tr><td>Half Duplex</td><td>✔</td><td>—</td><td>—</td><td>—</td><td>✔</td></tr>
</table>
• The default gateway or DNS server addresses may be wrong. The correct IP addresses are required especially when you are using the Viewnetcam.com service.
→ Assign the correct default gateway and DNS server addresses (see page 29 of the Operating Instructions in the Setup CD-ROM).
</td></tr>
</table>

Problem	Cause and Remedy
The Top page is displayed on the LAN, but not displayed from the Internet.	• The default gateway address may be wrong. → Assign the correct default gateway address (see page 29 of the Operating Instructions in the Setup CD-ROM). • UPnP™ is disabled on the router. → Enable UPnP™ on the router following the router manual. • Port forwarding is not enabled on the router (see page 12). → Enable port forwarding seeing the router manual for details. • Firewalls such as packet filtering on the router is blocking camera access. → Set the router to allow access to the camera seeing the router manual for details. • You are accessing the camera with an IP address for local camera access. → Access the camera with the global IP address of the router and port number of the camera. • The router does not allow access to the camera under the router with the global IP address. → If you access the camera on the LAN, access with the address for local camera access.
Authentication windows are consequently displayed.	• User name and password for the administrator or general users are changed. → Close the web browser, and access the camera again.
Only half of the image is displayed.	• You are using Internet Explorer 4.xx or lower. → Upgrade Internet Explorer to version 6.0 or greater.

Problem	Cause and Remedy
Camera image is not displayed / or not displayed properly.	• ActiveX Controls are not installed in Internet Explorer. → ActiveX Controls should be installed to display video (Motion JPEG) (see page 11 of the Operating Instructions in the Setup CD-ROM). • The network is congested. → Pages may not be displayed immediately. Wait for a while. • The web browser is accessing the proxy server. → Set the web browser to access the Internet directly (see page 98 of the Operating Instructions in the Setup CD-ROM). • You may be using the Netscape browser. This browser does not support many features of this product. → Use Internet Explorer by Microsoft®.
A gray screen is displayed.	• The camera is in privacy mode. → Press the privacy button on the front of the camera (see page 7) or disable the privacy mode logging into the camera as an administrator. After that, click [Refresh] on the web browser to display the camera image. • There are currently more than 20 simultaneous accesses to the video (Motion JPEG). → Reduce the number of access to below 20, or change the video to still images. • Operation time has been specified. → A gray screen is displayed outside the operation time. This is normal.
Video suddenly changes to still images.	• The motion JPEG display period is set. → When you view video continuously, set [Unlimited] for the limit continuous motion JPEG (see page 48 of the Operating Instructions in the Setup CD-ROM).

Problem	Cause and Remedy
Image is out of focus.	• The lens has dust, dirt, fingerprints or droplets on it. → Clean the lens with a cotton bud (see page 93 of the Operating Instructions in the Setup CD-ROM). • The object is too close to the camera. → The camera cannot focus at short distances (less than 0.5 m [about 20 inches]). Locate the object more than 0.5 m (about 20 inches) away from the camera.
The color on the image is strange.	• White balance does not work well. → Adjust the white balance on the Camera page (see page 38 of the Operating Instructions in the Setup CD-ROM). • The color display setting on your PC is set lower than 16 bits. → Set the color display 16 bits or higher.
Image flickers.	• The object is dark. → Make the area around the camera brighter. • The AC power source frequency setting is wrong. → Set the proper AC power source frequency used in your area (see page 38 of the Operating Instructions in the Setup CD-ROM). • A bright object may cause horizontal flickers on the image. → Changing the object improves the flickers. Or adjusting brightness to the [+] side on the operation bar eases the flickers.
An old image is displayed.	• The old image is temporarily stored on the web browser. → Set [Every visit to the page] on the web browser to check for temporary Internet files (see page 101 of the Operating Instructions in the Setup CD-ROM).

Problem	Cause and Remedy
Brightness is not adjusted for about half a minute.	• Brightness may not be adjusted for about half a minute, if the brightness changes sharply. → Locate the camera where the brightness does not change sharply. • In very low light it is normal to see random colored noise on the image. → As the light increases this will improve.
The image refreshes very slowly.	• Multiple users are accessing the camera. → If multiple users are accessing the camera, the image refreshes slowly. • You are not using an Ethernet switching hub. → If you view multiple cameras on the Multi-Camera page, the image refreshes slowly. Use an Ethernet switching hub. • The image may refresh slowly, depending on image resolution, image quality, network traffic, PC performance or what object you view. • The Max. bandwidth usage is limited. → Increase the max. bandwidth usage on your network (see page 29 of the Operating Instructions in the Setup CD-ROM). • The camera is in color night view mode. → The image refreshes slowly in color night view mode. Make the area around the camera brighter.
The Update Firmware page is displayed when accessing the camera.	• The camera firmware may be broken because the power was turned off during the update, etc. → Download the latest firmware from the Panasonic Network Camera support website and update the firmware.

2.4 About Privacy Mode

Problem	Cause and Remedy
Privacy button does not work.	• The privacy button is not enabled on the Privacy Mode page. → Enable the privacy button on the Privacy Mode page (see page 73 of the Operating Instructions in the Setup CD-ROM).

2.5 About Pyroelectric Infrared Sensor

Problem	Cause and Remedy
Pyroelectric infrared sensor does not work.	• You have not enabled the pyroelectric infrared sensor. → Enable the pyroelectric infrared sensor image buffer/transfer (see page 60 of the Operating Instructions in the Setup CD-ROM). • Pyroelectric infrared sensor stops during privacy mode. → Pyroelectric infrared sensor stops during privacy mode. Disable the privacy mode (see page 73 of the Operating Instructions in the Setup CD-ROM). • The pyroelectric infrared sensor is obstructed. → Even if the obstacle is made of glass or acrylic plastic, it affects the pyroelectric infrared sensor performance. Remove the obstacle in front of the sensor. • The pyroelectric infrared sensor does not detect a temperature difference outside its range. → The pyroelectric infrared sensor detects a temperature difference between an object and its surroundings in about 5 m (16.4 feet) detection range (about 30 ° horizontally and about 85 ° vertically). Therefore, the smaller the temperature difference is, the shorter the detection range gets. If there is no temperature difference, the pyroelectric infrared sensor may not detect anything. On the other hand, if there is a large temperature difference, the detection range gets longer. • The pyroelectric infrared sensor is dirty. → Clean the pyroelectric infrared sensor with a soft cloth.

Problem	Cause and Remedy

Pyroelectric infrared sensor is malfunctioning.	• The pyroelectric infrared sensor may malfunction in the following areas.
	  • Where direct sunlight hits the object
	  • In a greasy or humid place like a kitchen
	  • Where there are sharp temperature changes like near an air conditioner
	  • Where there is an obstacle such as glass in front of the camera
	  • Where the object is exposed to strong light
	  • Near a radio wave emitting device
	→ Change the camera location (see Getting Started).

Lens does not turn to the sensor position after the pyroelectric infrared sensor detects a temperature difference.	• You have not enabled the Lens Position When Triggered setting. → Set [Move to sensor position] at the Lens Position When Triggered setting (see page 61 of the Operating Instructions in the Setup CD-ROM).

2.6 About Operation Bar

Problem	Cause and Remedy
Pan/Tilt, click to center and preset features do not work.	• Your PC is not connected to the camera. → Click [Refresh] on the web browser. Confirm that the image refreshes, and operate the pan/tilt functions. • The camera is not turned on. → Confirm that the camera is turned on. • Multiple users are operating the camera simultaneously. → Wait for a while, and access the camera again. • The pan/tilt reaches its end. → Confirm that the end display is displayed on the operation bar. • The pan/tilt range is restricted. → Adjust the pan/tilt range settings (see page 41 of the Operating Instructions in the Setup CD-ROM).
Part of the buttons on the operation bar are not displayed.	• The access level is set to level 1 or 2 on the General User page. → Set the access level to level 3 (see page 46 of the Operating Instructions in the Setup CD-ROM). Or log in to the camera as an administrator.

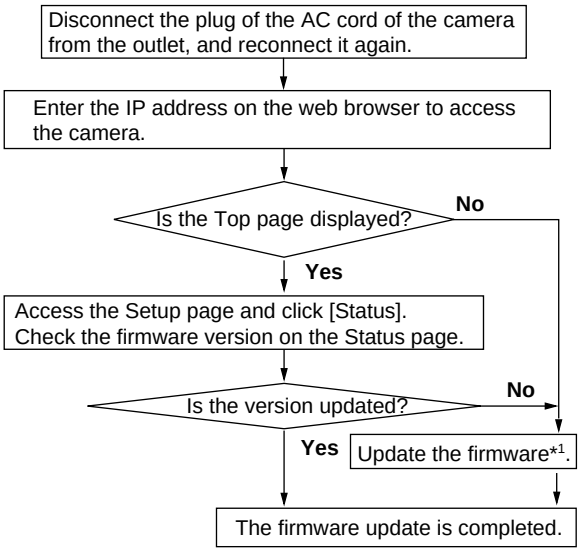
2.7 About Image Buffer/Transfer

Problem	Cause and Remedy
The camera does not transfer the image by E-mail or FTP.	• The default gateway and DNS server addresses are not assigned correctly. → Assign them correctly (see page 29 of the Operating Instructions in the Setup CD-ROM). • Login ID and password for E-mail or FTP are invalid. → Make sure that you enter your correct login ID and password.
The camera does not transfer the image to a mobile phone.	• The image quality is not set to [Mobile Phone] on the Image Buffer/Transfer page. → Set the resolution to [160 x 120] and the image quality to [Mobile Phone]. Some mobile phones do not support 320 x 240 resolution.
The image is slowed down on the Buffered Image page. Or the camera transfers the old image.	• The transfer interval is too short. → Set the transfer interval longer than the current setting (see page 55 or page 63 of the Operating Instructions in the Setup CD-ROM).

2.8 About Other Features

<table>
<tr><th>Problem</th><th>Cause and Remedy</th></tr>
<tr><td>The firmware is not updated.</td><td>• The firmware updating is not completed due to power off, network failure or other causes.

→ Update the firmware again following the next procedures.

 
Disconnect the plug of the AC cord of the camera from the outlet, and reconnect it again.
Enter the IP address on the web browser to access the camera.
Is the Top page displayed?
No
Yes
Access the Setup page and click [Status]. Check the firmware version on the Status page.
Is the version updated?
No
Yes
Update the firmware*1.
The firmware update is completed.

*1 See page 76 of the Operating Instructions in the Setup CD-ROM about updating firmware.</td></tr>
<tr><td>Shortcut icon is not displayed in the My Network Places folder.</td><td>• UPnP™ Windows® component is not installed in Windows XP or Windows Me.

→ Install UPnP™ Windows component in Windows XP or Windows Me (see page 101 of the Operating Instructions in the Setup CD-ROM).</td></tr>
<tr><td>You cannot solve problems.</td><td>• Ask the authorized Network Camera dealer.</td></tr>
</table>

Memo

Installation/Troubleshooting is subject to change without notice.

Panasonic Communications Co., Ltd.
1-62, 4-chome, Minoshima, Hakata-ku, Fukuoka 812-8531, Japan

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